



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Social Services

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

MICHAEL BECKETTS • Assistant Secretary for Human Services

February 13, 2019

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES
ATTENTION: Child Support Managers and Supervisors

SUBJECT: Work Number Screen Change

On Monday, February 18, 2019, an enhancement to the date range view in The Work Number database will be implemented. The Work Number is a nationwide database of employment and income information from participating employers. The database enables child support workers to locate noncustodial parents, verify income, and take enforcement actions for parents who are not consistently paying their child support.

The enhancement to be implemented allows workers to view records from a selected date range. By selecting the "pay date range" view, the worker can choose from the following: three (3) previous months, six (6) previous months, one (1) previous year, three (3) three previous years, or view all available records. This change allows our program to make the most efficient use of funds by allowing the worker to limit the information needed during a search.

The update does not impact user credentials or how the service is currently accessed by the worker.

If you have questions, please contact the Policy and Training Unit at 919-855-4755 or your Regional Program Representative.

Sincerely,

Carla L. West, Section Chief
NC Child Support Services

cc: IV-D Regional Program Representatives
IV-D Policy and Training

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